

Customer Service Survey

Which customer type would you consider yourself: (Please mark only one)

☐ Soil and Water Conservation District

☐ Soil and Water Conservation District Director

☐ Soil and Water Conservation District Employee

☐ Farmer/Rancher

☐ Citizen

☐ Environmental Group Representative

☐ Public/Elected Official/Government Employee

☐ Agricultural Industry/Association Representative

What is your Gender?

Male

Female

What is your Ethnicity?

African-American

Hispanic

Anglo

Other

What is your age group?

Under 20

20-29

30-39

40-49

50 and Over

What county do you live in? –

Which area of the TSSWCB do you most frequently deal with as a customer?

Regional Office (Please indicate which regional office) -

Hale Center -

Harlingen

Wharton

Mount Pleasant

Dublin

Nacogdoches/Poultry

Water Supply Enhancement (Brush Control) Office

Field Staff

Administrative Services

Accounting Department

Nonpoint Source Team

Public Information/Education Department

Other

For the following questions, please use the following rating system:

5 – Very Satisfied; 4 – Satisfied; 3 – Just OK; 2 – Dissatisfied; 1 – Very Dissatisfied

Overall how satisfied are you with the TSSWCB?

5

4

3

2

1

Not Applicable

Staff

How satisfied are you that staff is professional and courteous?

5

4

3

2

1

Not Applicable

How satisfied are you that staff identified themselves adequately?

5

4

3

2

1

Not Applicable

How satisfied are you that staff is sufficiently knowledgeable?

5

4

3

2

1

Not Applicable

Agency Programs

How satisfied are you with our Water Quality Management Plan (WQMP) Program?

5

4

3

2

1

Not Applicable

How satisfied are you with the length of time it took to receive WQMP technical assistance?

5

4

3

2

1

Not Applicable

How satisfied are you with our Water Supply Enhancement (Brush Control) Program?

5

4

3

2

1

Not Applicable

How satisfied are you with the length of time it took to receive technical assistance for your brush control plan?

5

4

3

2

1

Not Applicable

How satisfied are you with the accuracy and timeliness of cost-share payments?

5

4

3

2

1

Not Applicable

Communications

How satisfied are you with the accuracy/helpfulness of the written information or documentation you received?

5

4

3

2

1

Not Applicable

How satisfied are you with the ease of understanding the written information or documentation you received?

5

4

3

2

1

Not Applicable

How satisfied are you with the handling of telephone calls/and or emails you've placed to the TSSWCB?

5

4

3

2

1

Not Applicable

How satisfied are you with the length of time you wait to reach the right person on the phone?

5

4

3

2

1

Not Applicable

How satisfied are you with the response you received from e-mailing our offices or staff?

5

4

3

2

1

Not Applicable

Web Site

How satisfied are you with the ease of finding information on our website?

5

4

3

2

1

Not Applicable

How satisfied are you with the usefulness of information on our website?

5

4

3

2

1

Not Applicable

Facilities

How satisfied are you with the appearance and location of our facilities?

5

4

3

2

1

Not Applicable

Complaint Handling

If you have filed a complaint with the TSSWCB how satisfied are you with the way your complaint was handled?

5

4

3

2

1

Not Applicable

If you have filed a complaint with the TSSWCB how satisfied are you with the response you received regarding your complaint?

5

4

3

2

1

Not Applicable

If you have filed a complaint with the TSSWCB how satisfied are you with the timeliness of staff in handling your complaint?

5

4

3

2

1

Not Applicable

Overall how satisfied are you that the TSSWCB is attentive to customer complaints?

5

4

3

2

1

Not Applicable

Suggestions

Do you have any other comments or suggestions on how we could serve you better?

Please return to: Texas State Soil and Water Conservation Board
P.O.Box 658
Temple, Texas 76503